



STATE OF INDIANA

Request for Service 10-14

ADDENDUM 3

INDIANA DEPARTMENT OF ADMINISTRATION

On Behalf Of

**INDIANA FAMILY AND SOCIAL SERVICES
ADMINISTRATION**

Solicitation For:

Premium Billing and Collection Services

Response Due Date: October 9, 2009

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RFS-10-14

Attachment E

Additional language has been added to the Cost Proposal Template (Attachment E). The following bullet has been added:

- Postage for services is a pass through cost.

Remaining Questions and Answers

Please read below for responses to questions 39, 40, 41, and 42.

Q39: The State requires the busy rate to not exceed 0%. Please consider requiring the busy rate to not exceed 7%, which would align with the requirement for the abandonment rate to not exceed 7%. A busy rate of 0% requires an infinite number of lines to accommodate all possible call volumes at all possible times.

A39: The State will maintain the busy rate not to exceed 0%. There is not an infinite number of calls the Vendor would receive at any given time. The current performance standard states the busy rate is not to exceed 0%.

Q40: The requirement states: "One hundred percent (100%) of all mail and faxes will be date stamped according to KHPA specifications." What are the KHPA specifications for this requirement?

A40: KHPA specifications will be replaced with OMPP specifications. OMPP expects the vendor to date stamp mail received at the vendor's location on the date the mail is received. Because faxes are already date stamped, the vendor does not need to date stamp a fax. This does not exempt faxes from timely processing.

Q41: The requirement states: "One hundred percent (100%) of all mail and faxes will be date stamped according to KHPA specifications." The 100% metric will have a direct impact to cost to include the number of checks and re-checks for each individual work item. While errors are not foreseen, quality plans will be in place to review and maintain high work quality. Would the State consider changing the rate to 95%?

A41: KHPA specification will be replaced with OMPP specification. The State will maintain a metric of 100% of all mail and faxes will be date stamped according to OMPP specification. If a premium payment is sent to the vendor, it is important the vendor track the mail to ensure timely processing of that payment. OMPP expects the vendor to date stamp mail received at the vendor's location on the date the mail is received. Because faxes are already date stamped, the vendor does not need to date stamp a fax. This does not exempt faxes from timely processing. The State will maintain the requirement of 100% of all mail and faxes will be date stamped according to OMPP specifications.

Q42: The requirement states: "Ninety-eight percent (98%) of returned mail will be correctly categorized according to KHPA specifications." What are the KHPA specifications for this requirement?

A42: KHPA specifications will be replaced with OMPP specifications. Returned mail shall be placed in two categories, forwarding address available and no forwarding address available.

Forwarding Address Available: The vendor is expected to forward the returned invoice to the forwarding address supplied by the U.S. Postal Service. The vendor will then write the Payor RID on the returned envelope and sort the envelopes based on the county in which the member resides. Envelopes for counties in modernized regions will be sent to the appropriate centralized service center. Envelopes for non-modernized counties will be sent to the local Division of Family Resources (DFR) county offices.

No forwarding address available: The vendor will sort the envelopes based on the county in which the member resides. The vendor will forward the envelopes and invoices based on the following specifications. Envelopes for counties in modernized regions will be sent to the appropriate centralized service center. Envelopes for non-modernized counties will be sent to the local Division of Family Resources (DFR) county offices.